

CalSAWS | IVR/Contact Center Committee Meeting

Date: September 25, 2019	Location: Sutter Conference Room	
Time: 10:00 am – 3:00 pm	Meeting Called by: Darcy Alexander	
Attendees:		
R1 <input type="checkbox"/> Curt Dodson	R4 <input type="checkbox"/> Diana Berlanga	<input type="checkbox"/> Jared Kuester
R1 <input type="checkbox"/> Esmeralda Rouse	R4 <input type="checkbox"/> Dwight Bristow	<input type="checkbox"/> Stacey Xiong
R1 <input type="checkbox"/> Moises Martinez	R4 <input type="checkbox"/> Sheila Standridge	<input type="checkbox"/> Danielle Benoit
R1 <input type="checkbox"/> Monica Castillo	R4 <input type="checkbox"/> Valerie Rangel	<input type="checkbox"/> Melissa Mendoza
R1 <input type="checkbox"/> Thomas West	R5 <input type="checkbox"/> Angelica Ruiz	<input type="checkbox"/> Gerald Limbrick
R2 <input type="checkbox"/> Jesse Hallford	R5 <input type="checkbox"/> Darrin Kearney	<input type="checkbox"/> Matt Lower
R2 <input type="checkbox"/> Marisol Jimenez	R5 <input type="checkbox"/> Corrinne Simpson	<input type="checkbox"/> John Dray
R2 <input type="checkbox"/> Tina Baker	R5 <input type="checkbox"/> Eric Rubio	<input type="checkbox"/> John Lavayen
R2 <input type="checkbox"/> Logan Pratt	R5 <input type="checkbox"/> Jason Garrett	<input type="checkbox"/> Liliana Trujillo
R3 <input type="checkbox"/> Danielle Smith	R6 <input type="checkbox"/> Mariel Reguindin	<input type="checkbox"/> Inez Cabrera
R3 <input type="checkbox"/> Jamie Butcher	R6 <input type="checkbox"/> May Gayton-Jacob	<input type="checkbox"/> Sam Sway
R3 <input type="checkbox"/> Jeri Robertson	R6 <input type="checkbox"/> Rada Mosely	<input type="checkbox"/> Ana Cruz
R3 <input type="checkbox"/> Monique Upshaw-Smith	R6 <input type="checkbox"/> Sonia Lopez	<input type="checkbox"/> TJ Singh
R4 <input type="checkbox"/> David Mata	R6 <input type="checkbox"/> Vinh Tran	

Notes Taken By: Region 1 Responsible for Meeting Minutes

Agenda:

Introduction of New Members:

- New Committee Introductions

Darcy Alexander

Meeting Notes:

- Counties are required to provide completed Meeting Notes to the CalSAWS Project no later than two weeks from the date of the IVR/Contact Center Committee Meeting due to a new process which requires I post completed Meeting Notes within three weeks of the Committee Meeting.
- **Completed Meeting Notes are due Wednesday October 9, 2019.**

Darcy Alexander

IVR-Contact Center Committee Schedule

- Review Committee Meeting Frequency/Delivery

Darcy Alexander

Welcome to CalSAWS Committee Power Point:

- Review of RCM's Roles and Responsibilities

Darcy Alexander

Best Practice Meetings:

- WFM
- Contact Center

Darcy Alexander

Agenda:

Amazon Connect Status Update:

- C-IV Counties transition to AWS

John Lavayen/Jared Kuester

eGain VIM Cloud Version 17.2 Update:

- Progress of transitioning C-IV Counties to new version

Jared Kuester

Calabrio Scheduling Adjustments Functionality (Missed in 7/24/2019 meeting).

- Can Add, Edit, remove button be added as possible enhancements in Calabrio?
- Jared to follow-up regarding dashboard widgets for average time per call.
- Can break, lunch, and exceptions be added to messaging?

Darcy Alexander/
Jared Kuester

Discussion to Remove Agents Ability to Hear Their Recorded Calls

- This was tabled from the July 24, 2019 Committee Meeting
- Global Setting – Vote to Remove or Keep this ability

Darcy Alexander

Update on NICE/IEX

- NICE/IEX will be discontinued as of November 1, 2019

Darcy Alexander

#	Action Item	Assigned To	Assigned Date	Due Date	Status
1	Request to Calabrio to remove or greatly extend the time out functionality	Jared	7/24/2019	9/25/2019	Jared to investigate this and inform committee at next meeting in September.
2	Counties want the widgets in the dashboard to be bigger and more user friendly	Jared	7/24/2019	9/25/2019	Jared to let committee know during committee meeting if Calabrio can do this?
3	Counties want Pop-Ups for breaks and lunches. Note: This functionality is not currently available in Calabrio	Jared	7/24/2019	9/25/2019	Jared to investigate if coming in future release or if we could discuss possible enhancement?

Next Scheduled Meeting – TBD Based on Discussion:

Region 2 will be responsible for meeting notes.

Proposed Committee Meeting Change to: Quarterly Meetings beginning January 20, 2020.
We would potentially meet 4 times a year, twice being onsite and twice being a Webcast.

DRAFT

